

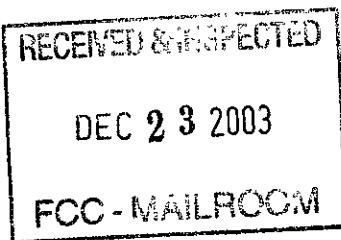


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**NORTHWEST**

HANDLING SYSTEMS, INC.

The Material Handling Experts



December 16, 2003

DKT 03-259

Federal Communications Commission  
Washington, D.C. 20554

Subject: Touch America Section 63.71 Application

To whom it may concern.

We received a letter from Touch America on December 5<sup>th</sup>, 2003 saying that they will be discontinuing our Frame Replay services effective January 31, 2004.

As you may or may not know it takes approximately 8-10 weeks to order new replacement services. This doesn't take into account any holidays that may be observed by providers over the Christmas and New Year season.

We ask that you eventually grant Touch America to opt out of providing this service because it is clear to us that they are not interested in providing a quality product. We request that they be required to extend service until February 29<sup>th</sup>, 2004. That should give most customers including ourselves time to arrange for replacement services.

Thank you for your consideration,

Kevin Thomas  
General Manager  
NW Handling Systems, Inc.